



PATENTS
112025-0420
CPOL# 75110 Seq.# 2716

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re The Application of:
Kenneth Jordan et al.

Serial No.: 09/670,864

Filed: September 27, 2000

For: CALL MANAGEMENT USING
CALL ROUTINE ENGINE

Examiner: Le, Karen L

Art Unit: 2642

Cesari and McKenna, LLP
88 Black Falcon Avenue
Boston, MA 02210
February 6, 2006

EXPRESS-MAIL DEPOSIT

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Honorable Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

LETTER TO THE EXAMINER
AND
FORMAL DRAWING TRANSMITTAL LETTER

Applicant has amended Fig. 3 to include wording in boxes inadvertently left blank,
and to change a load line to Reference Numeral “60”.

Support for the addition of wording is found in the Specification, as follows:

1. Box 56 is described in the Specification at page 12 line 23 through page 13 line 6.

2. Box 60 is described in the same lines as Box 60.

The referenced lines of the Specification state:

For example, depending upon the command messages transmitted by the controller 30 to controller 70, controller 70 may instruct the call to be forwarded directly to the interactive voice response system 74 which is connected as an answering resource to ACD 60, and instruct the interactive voice response system to store information from the call for later retrieval and transmission to a workstation (not shown) connected to the PBX 56, or to connect the call to the ACD 60 and instruct the ACD to forward the call to one of its workgroups 62, 64, 66.

Applicant hereby requests that the Examiner approve the amendment to Fig. 3. The above lines quoted from the Specification clearly show the "PBX" is item 56, and item "60" is identified as "ACD 60".

Applicant states that the correction of Fig. 3 is required because of an inadvertent drafting error.

A copy of the amended drawing showing the changes marked in red is enclosed, along with Formal Drawings incorporating the change..

If the Examiner in charge of the above-identified application approves, please substitute the enclosed seven (7) drawing sheets containing formal versions of Figures 1-7 for the corresponding drawing sheets currently in the application.

Please charge any additional fee occasioned by this paper to our Deposit Account No. 03-1237.

Respectfully submitted,

A handwritten signature in cursive script, reading "A. Sidney Johnston".

A. Sidney Johnston
Reg. No. 29,548
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